



Be authentic,  
achieve the impossible,  
make the deepest impact.

## Alex Barba Coaching - Privacy Policy

### Privacy Policy - Alejandro Barba Consulting coaching

We are aware that you have faith in us. We, therefore, see it as our responsibility to protect your privacy. In this document we let you know what information we collect when you use our services or website, why we collect it and how we use it to improve our services to you. This way you understand exactly how we work.

This privacy policy applies to the services of Alejandro Barba Consulting. You should be aware that Alejandro Barba Consulting is not responsible for the privacy policy of other services and sources. By using our services or website you agree to the privacy policy.

We will process and use your data in a secure manner, entirely in accordance with the General Data Protection Regulation. In this privacy statement, we explain to you which data we collect from you and why we do this. You can also read in this statement what your rights are with regard to this processing. For questions about your privacy, you can contact [alex@alexbarbacoaching.com](mailto:alex@alexbarbacoaching.com).

#### Who are we?

Alejandro Barba Consulting, established in Amsterdam, Chamber of Commerce number 77395123, VAT identification number NL003190327B03 is the only controller of your personal data.

#### What information do we use?

Here you can find an overview of the data that we process about you, why we do this, what legal basis we have to be allowed to process this data about you and how long we will keep it.

We process your name, address, place of residence, telephone number, e-mail, and other data that are necessary to optimally deliver our services to you in order to facilitate the implementation of the agreement. You can think of the data that comes up during our coaching. We use this data to make you a satisfied customer during the term of our agreement. We keep this information for 7 years after the end of our agreement.

We record the problems and progress from our sessions in an (electronic) file to make a process possible. In this file, we process, with your explicit permission, among other things reports and evaluations of our sessions, private matters that may have an impact on our process or your process, request for help and history and the data of our sessions. We keep your file for 7 years, unless you make a request for removal earlier or if the law requires otherwise.



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To manage your order, we will keep your name, possibly your employer's name, delivery address, billing address, e-mail, telephone number, purchase history and payment details in our customer base for up to 7 years after our agreement. We do this by virtue of the implementation and possible modification of the agreement, as well as for the tax authorities.

For invoicing and financial administration, we process your name or that of your contact person, any company name, billing address, Chamber of Commerce number, VAT number, customer number, telephone number, e-mail, bank details, and outstanding balance. We cannot process your payment without this data. According to a legal obligation of the Tax Authorities, we must keep this information for 7 years. We will then delete this information.

In the unlikely event that you have a complaint about our services, we will process your name, e-mail, telephone number and the content and handling of this complaint in order to arrive at the best possible solution for you. We use this data for optimum implementation and improvement of the agreement. We will delete data regarding complaints 7 years after handling.

We have a commercial interest in using some of your personal data for marketing purposes. We process your name, e-mail, telephone number and social media account for direct marketing and social media marketing. We will remove this data as soon as you unsubscribe from our newsletter or indicate that you no longer wish to be contacted by us.

If you want to contact us via the website, we ask for your name, e-mail and message. By sending the contact form, this information becomes visible to us. We will delete the details of a sent contact form as soon as the contact question has been completed, unless an agreement ensues from this.

To make it possible to post reviews about our services, we will finally process your name and the content of your review. With the posting of your message, this information becomes visible to us. We may place reviews of our services on our website for commercial reasons and we will remove them if they are no longer representative of our business operations or if you make a request to do so.

### **How do we obtain this information?**

We have obtained the above information from you as a customer, contact person or website visitor because you have provided this information to us. In addition, we may have obtained your data from one of our clients where we provide training.

### **What rights do you have with regard to this data?**

The General Data Protection Regulation has given you a number of rights with regard to the personal data that you have processed by us.



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- Inspection - You can request us to view your data at any time.
- Change - If you want to have your data adjusted, corrected, supplemented, screened off or deleted on the basis of access, you can request this.
- Objection - You can object against the processing of your data.
- Data transfer - If you wish to transfer your data to another provider, we will provide your data in a structured and current form that can be opened by conventional digital systems.
- Withdrawal - If we have processed data on the basis of your explicit consent, you have the right to withdraw this consent. This can have consequences for the services that we can provide.

To make use of your rights, you can send a request with a copy of your proof of identity to [alex@alexbarbacoaching.com](mailto:alex@alexbarbacoaching.com). We will review your request as quickly as possible. If we cannot meet your request, we will let you know why we reject your request.

### Who receives your information?

We will not provide your information to third parties unless this is necessary for operational management or is required by law. Your data may be passed on to processors and parties involved in the implementation of our agreement prior to the performance of the agreement. We conclude processing agreements with these third parties to optimally protect your privacy. We will not resell your data to third parties.

### Final provisions

We recommend that you regularly consult this privacy statement, as we can make changes to the policy. If you have any questions about this statement or the way in which we use your data, you can send an email to [alex@alexbarbacoaching.com](mailto:alex@alexbarbacoaching.com).

If you have a complaint about the way we handle your data, you can let us know. You can also contact the Dutch Data Protection Authority.